CORE
Concepts of Telehealth Certificate Program

LEARN BEST PRACTICES FOR IMPLEMENTING AND USING TELEHEALTH ACROSS A BROAD SPECTRUM OF SERVICE AREAS. We'll show you how telehealth can address common industry challenges such as physician burnout, revenue constraints, provider shortages, and nursing support and recruitment. The Excellence in Telehealth – CORE Concepts of Telehealth Certificate is a self-guided program that will create a strong foundation in telemedicine.

WHY GET CERTIFICATION?

- Validate your knowledge level to succeed in the field

- Demonstrate commitment to your profession

- Show dedication to maintaining quality and competency in your work

- Encourage life-long learning and professional development

Excellence in Telehealth

ONLINE PROGRAM NOW AVAILABLE

Register for the course at AmericanBoardofTelehealth.org/CORE

AB AMERICAN BOARD OF TELEHEALTH

CORE CURRICULUM

Telehealth has expanded exponentially across the health care continuum. Telehealth has a profound adaptability to diverse technology modalities, business models, specialties, disciplines and locations. When the patient is at the center of implementation and ongoing workflow, benefits of telehealth create connectedness and optimization of health care resources. The American Board of Telehealth's CORE – Clinical, Operational, Regulatory and Ethics – Concepts of Telehealth Certificate Program provides a comprehensive curriculum enabling the learner to develop knowledge of telehealth concepts for successful implementation and delivery across a broad spectrum of service areas.

The CORE Concepts of Telehealth Certificate Program is launched in sequence with the publication of validated telehealth competency development with Harvard Medical Faculty Physician Group. The curriculum includes seven online modules taking the learner through interactive, engaging content and case scenarios while still offering the flexibility of completing the course at the learner's pace and time. Modules included within the program include:

- Introduction to Telehealth
- Technology
- Telepresence Skills
- Legal, Regulatory and Quality
- Licensing, Credentialing and Privileging
- Reimbursement
- Ethical Considerations

WHO SHOULD ATTEND:
Health care students and professionals interested in or currently practicing telehealth including physicians, advanced practice providers, pharmacists, nurses, social workers, health care administration and information technology as well as health care organizations and educational institutions.

INSTRUCTIONAL APPROACH:
- Online, self-paced program offering flexibility to the learner
- Interactive, engaging content including video and case scenarios
- Examples and useful resources

PREREQUISITES: There are no prerequisites.

AMERICAN BOARD OF TELEHEALTH

"Our project goal is to establish the gold standard for medical providers delivering telehealth throughout the country by providing high quality, evidence-based education in the field. We are excited that through this program we'll be able to move from being a world-leading provider of telehealth to teaching this discipline to a national audience."

– Deanna Larson, CEO, Avera eCARE®

COURSE DESCRIPTIONS

MODULE 1: INTRODUCTION TO TELEHEALTH

Telehealth has expanded exponentially across the health care continuum with roots in rural healthcare where limited access to specialists required telecommunication services for appropriate coverage from a distance. Improved access to care, improved care and outcomes, workforce sustainability and lower costs continue to contribute to the expansion of telehealth practice through live audio/video, store and forward, remote patient monitoring and mobile health. However, challenges still abound in telehealth including technology, reimbursement, regulatory and workflow changes. Drivers of change such as technology, workforce, policy, consumerism, payers and health systems will inevitably continue to push telehealth to new avenues of expansion.

Upon completion of this module, the learner will be able to:
1. Describe the evolution of telehealth.
2. Differentiate models of telehealth.
3. Identify common benefits and barriers of telehealth.
4. Discuss the future outlook of telehealth.

MODULE 2: TECHNOLOGY

The advancement of technology will continue to allow it to have seamless integration into daily lives. In today's world, technology is an expectation within health care delivery, both by the patient receiving care and the health care practitioner delivering care. Telehealth technology is on the forefront of changing how patients receive care virtually. Telehealth technology should not be a distraction, rather an integrated approach to the telehealth solution that is driven by clinical need, simplicity in use, and economic virtues.

Upon completion of this module, the learner will be able to:
1. Recognize pillars of telehealth technology that provide the needed structure for a successful implementation.
2. Identify needs of telehealth workflow in order to apply appropriate technology.
3. Describe basic components of a telehealth technology set up.
4. Describe ongoing support of telehealth technology including monitoring and reporting tools, downtimes, upgrades and testing.
5. Recognize the requirement of security in telehealth and telecommunication.

MODULE 3: TELEPRESENCE SKILLS

A health care practitioner's bedside manner is crucial in building a positive patient-provider relationship. There is a difference between communicating with a patient in-person and communicating virtually. In telehealth, virtual bedside manner can be called screenside manner or webside manner. For this course, we will refer to it as telepresence. Telepresence is the ability for the telehealth practitioner to create an environment to build positive patient-provider rapport and create a meaningful encounter through valuable patient-provider virtual interaction. This course will outline important factors that lead to a positive patient-provider relationship such as environment, verbal and non-verbal communication considerations in preparation, introductions, setting expectations, recognition and follow-up of a virtual visit.

Upon completion of this module, the learner will be able to:
1. Describe preparation for a telehealth visit to set expectations for a meaningful encounter.
2. Describe the environment for a telehealth visit that improves workflow and allows for building patient-provider rapport.
3. Identify skills that build patient-provider relationship through remote mediums.

MODULE 4: LEGAL, REGULATORY AND QUALITY

In many jurisdictions, clinical implementation of telehealth services is moving faster than legal and regulatory adoption. In some areas, the lack of legal contour can actually accelerate uptake and implementation, but significant state variances in telehealth definitions within law and regulation often make strategic, operational and clinical challenges abundant. This course will take a foundational look at the legal and regulatory challenges, both at a federal and state level, that create complexities to the telehealth landscape. In considering legal and regulatory complexities in the telehealth setting, the following areas will be discussed within the course: types of contracts, professional licensure, patient identification, consent, patient-provider relationship, prescribing practices, medical records, research, and quality assurance. Regulatory flexibilities temporarily granted during public health emergencies will also be addressed.

Upon completion of this module, the learner will be able to:
1. Interpret legal and professional regulatory standards for providing care at a distance.
2. Identify quality assurance processes that should be applied to telehealth services.

COURSE DESCRIPTIONS

MODULE 5: LICENSING, CREDENTIALING AND PRIVILEGING

Whether working within health care at the bedside or via telehealth, licensing, credentialing and privileging are essential for patient safety as well as to meet regulatory requirements. A telehealth service is considered to occur in the physical location of the patient, regardless of where the practitioner is located. A telehealth practitioner will need to apply and maintain licensure in all states where their patients are located and be credentialed and privileged in each facility where their patients are located. This interactive online course invites you to take a closer look at each of these processes individually including how they can impact telehealth practices, processes, timelines and budgets and how these processes work together to ensure patients are being cared for by a properly educated, trained and competent health care practitioner.

Upon completion of this module, the learner will be able to:
1. Recognize variability in requirements and procedures from each state licensing board and facility in regards to telehealth licensing, credentialing and privileging.

MODULE 6: REIMBURSEMENT

Telehealth coverage and reimbursement is often identified as a significant barrier to providing telehealth services. Telehealth reimbursement guidelines vary greatly depending on state, practice, services and payers. Guidelines continue to evolve as telehealth becomes a mainstream option for providing health care services. This course will review basic telehealth coverage and reimbursement guidelines, state variances in reimbursement policy to help the telehealth practitioner navigate telehealth reimbursement and billing.

Upon completion of this module, the learner will be able to:
1. Describe basic telehealth coverage and reimbursement.
2. Discuss state regulations regarding telehealth reimbursement policies.
3. Examine CMS, Medicare, Medicaid requirements for telemedicine services. director requirements.

MODULE 7: ETHICAL CONSIDERATIONS

Telehealth spans a continuum of technologies that offer new ways to deliver care. Whether care is delivered at the bedside or via telemedicine, the patient needs to have a trusting relationship with the health care practitioner. Trust is an attitude of willingness to rely on another person, institution, or entity to act in ways that respect one's interest- an expectation of how another person or entity will and should behave. Although the core principles of medical ethics do not change when utilizing telehealth, the array of possible patient-provider interactions give rise to specific telehealth ethical considerations. Through storytelling and interactive case scenarios, this course will dive deeper into ethical considerations specific to the telehealth setting.

Upon completion of this course, the learner will be able to:
1. Recognize the importance of medical ethics.
2. Identify ethical considerations of the patient and provider that should be addressed in the telehealth setting.

Online Program Now Available

Register for the course at the AmericanBoardofTelehealth.org/CORE